

LCSA CASE NUMBER:

Date:

The local child support agency received your request for complaint resolution on and will provide you a written resolution within 30 days from that day. The local child support agency will contact you in writing if more time or additional information is needed to resolve your complaint.

If you have not received a written response from the local child support agency within 30 days of filing your complaint, you may request a state hearing. Your request must be made within 90 days after filing your complaint with the local child support agency.

If you received a written resolution to your complaint from the local child support agency and are not satisfied with the response, you may request a state hearing. Your request for state hearing must be made within 90 days of receiving the local child support agency's written response.

You may request a state hearing in writing by completing and sending the enclosed Request for State Hearing form (SH001) to the State Hearing Office or by calling toll free at 1-866-289-4714. The State Hearing Office will provide you with the date, time, and location of your hearing at least 10 days before your hearing date.

State Hearings will only be granted for the following issues:

- An application for child support has been denied or has not been acted upon within the required time frame.
- The child support services case has been acted upon in violation of federal or state law or regulation, or California Department of Child Support Services policy letter, including services for the establishment, modification, and enforcement of child support orders and child support accountings.
- Child support collections have not been distributed, or have been distributed or disbursed incorrectly, or the amount of child support arrears, as calculated by the local child support agency is inaccurate.
- The local child support agency's decision to close a child support case.

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IMPORTANT: The following issues cannot be heard at a State Hearing:

- Child support issues that must be addressed by motion, order to show cause, or appeal in a court.
- A review of any court order for child support or child support arrears.
- A court order or equivalent determination of paternity.
- A court order for spousal support.
- Child custody determinations.
- Child visitation determinations.
- Complaints of alleged discourteous treatment by a local child support agency employee, unless such conduct resulted in a hearable action or inaction.

If you have any questions or need additional information, please contact:

By:

Enclosure: SH001